

To:	Legal Services Board	Agenda Item:	10
Date of Meeting:	21 September 2017	Item:	Paper (17) 64

Title:	Review of Memorandum of Understanding between LSB and Office for Legal Complaints (OLC)
Workstream(s):	Performance, evaluation and oversight
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Status:	Official

Summary:

In 2009, LSB and OLC agreed a Memorandum of Understanding (MoU) to underpin the working relationship between the two bodies. Both bodies agreed to review the document in light of the findings of the Tailored Reviews of LSB and OLC, and the recent development of the Tripartite Operating Protocol (TOP) between LSB, OLC and the Ministry of Justice (MoJ).

The LSB Corporate Director and OLC Director of Corporate Services (soon to be CEO) have undertaken a thorough review of the MoU, consulting colleagues in both organisations. The agreed approach was to:

- Reinforce the view that we can deliver better outcomes for the sector by working well together, alongside delivery of our respective statutory functions, and to set the tone for that relationship
- remove content covered by the TOP
- refresh and update the terminology where necessary.

A revised draft MoU is attached at **Annex A** for the Board's review.

The OLC is expected to consider the revised draft at its meeting in October.

Recommendation(s):

The Board is invited to:

- **discuss** and **agree in principle** the revised draft of the MoU and
- **delegate agreement of final drafting** and signing to the Interim Chair and Chief Executive.

Risks and mitigations

Financial: N/A

Legal: N/A

Reputational:	The Tailored Review report identified that 'more can be done' to improve the tripartite relationship. This MoU refresh is a contributor to delivering that outcome.
Resource:	N/A

Consultation	Yes	No	Who / why?
Board Members:		X	
Consumer Panel:		X	
Others:	Director of Corporate Services, Legal Ombudsman		

Freedom of Information Act 2000 (Fol)		
Para ref	Fol exemption and summary	Expires
Annex A	S22 – final draft will be published	